

## **AUTOMATED PARALLEL AND REDUNDANT SUBSCRIBER CONTACT AND EVENT NOTIFICATION SYSTEM**

### **ABSTRACT OF THE DISCLOSURE**

An automated parallel and redundant subscriber contact and event notification system capable of being triggered by the change in status of any sensing device or process including the sensor of an alarm system or other event. The system enables automated simultaneous contact of one or more persons over a plurality of telephonic and electronic communication channels and provides parallel event-specific notification via voice, pager, voice mail, fax and email to the recipient(s) that are identified by electronic or speech recognized entry of a PIN and then provides them with a detailed message including the date and time of a specific event which has occurred with respect to a monitored sensor. A telephone switching or conferencing feature allows the recipient(s) to communicate directly with a predetermined or pre-programmed location or person or select from a menu based upon the type of event that has occurred and the pre-programmed selection list. The system may be custom programmed by the authorized subscriber via a telephone interactive voice response system or Internet web page that offers specific programming, reporting, contact numbers, and message options. The system may also be triggered or programmed to perform its notification based upon the failure to receive a anticipated input, input of a timer, pre-programmed to operate at a specific time, or triggered by another CPU.